



Hi-Tech Software Solutions
www.hi-techsoftware.com
Lynne@Hi-TechSoftware.com
(207) 474-7122

Case Study: 41-Facility Group with a Central Office

This Indiana client is a 41-facility group with a central office.

The central office uses several Hi-Tech Software (HTS) accounting applications including Resident Accounting, General Ledger, Accounts Payable, Payroll, Human Resources, Outstanding Checklist and Fixed Assets.

Each facility uses our Clinical Records Systems, Resident Trust Accounting, Resident Referral, and Rehab and Respiratory Therapy Systems.

Client's Goals / Needs

1. A comprehensive solution that would provide all necessary applications in an integrated package. It was important that one vendor provide the total solution.
2. A more advanced long term care software package than their existing software at a very affordable price.
3. A vendor who would respond to special requests and write custom programming at an affordable price.

Solutions

HTS offers a comprehensive software package at a very affordable price. We concentrate on the essentials of long term care accounting and clinical record keeping, and we offer a fully integrated system that provides everything a long term care facility needs. This group uses the following Hi-Tech Software products:

- The Resident Accounting System • Human Resources
- Fixed Assets • The Clinical Records System
- Outstanding Checklist • Resident Trust Accounting
- General Ledger • Rehab and Respiratory Therapy
- Accounts Payable • Resident Referral
- Payroll

HTS keeps our products affordable through our internal efficiencies.

Our per bed/per day pricing distributes costs fairly among the facilities within a group— small facilities pay less and large facilities pay more.





Hi-Tech Software Solutions
www.hi-techsoftware.com
Lynne@Hi-TechSoftware.com
(207) 474-7122

Solutions (continued)

HTS agreed to create several custom programs for this group, including Daily Census Occupancy and Consolidated Resident Reporting for use in the central office level. These changes were made at no additional charge.

Note: HTS reviews all programming requests from a new client to determine if charges would apply. The client must approve the charges before programming begins. Custom program changes that are not state-specific become available to our entire client base.

Client's Challenges

1. To convert 41 facilities and the central office from a software system they had used for nearly 20 years.
2. To train all employees to use new software effectively and efficiently as quickly as possible.
3. To discover the additional features HTS would need to add to meet group and state requirements.

Our Responses

1. To ease the transition to a new system, HTS built the client's files prior to installation and training. *This is our standard installation policy.* HTS acquires the most current financial and clinical data for each of the facilities. This assures that the client will start with correct, end-of-month and beginning balances, Medicare and Medicaid billing information, and residents' face sheets and MDS records. The result is a system that is ready to use the same day it is installed.

2. HTS provided on-site training at the home office and the facilities. Installation and training visits were spread out over five months. This allowed our new users to become comfortable with what they had learned. HTS trainers then returned to introduce additional processes.

After on-site training was complete, phone calls from our new clients were our number one priority.

HTS provides on-going training by presenting free Webinars that focus on specific topics.



Our Responses (continued)

3. HTS conferred with the client several times, in person and by phone, to review their needs and to plan the addition of changes to the system. The following are some of the features added to several applications:

- *Rehab and Respiratory Therapy*: a Therapists' Productivity report that tracks time in facility for comparison to therapy time reported.
- *Accounts Payable*: additional memo fields for recording purchase details.
- *Payroll*: new wage garnishment features, additional differential options, consolidated employee reporting that allows the central office to view employee detail at the facility level.
- *Resident Accounting*: consolidated reporting that allows the central office to view resident detail at the facility level.
- *Clinical Records System*: an easier way to select and submit MDS records.

Workflow

Resident Accounting	Clinical Records System
Admit the resident and create the resident's Face Sheet record that will be shared throughout both Systems	
Enter Census Change Room Charges Ancillary Charges Cash Receipts Billing	Physician's Orders CNA Flow Sheet Schedule appointments, inoculations, labs, and other events Clinical Assessments MDS Care Plan During the resident's stay, track: • Resident's weight • Activities • Inoculations • MDS-base case mix score and quality indicators • CMS 802 Roster and 672 Survey





Hi-Tech Software Solutions
www.hi-techsoftware.com
Lynne@Hi-TechSoftware.com
(207) 474-7122

Client's Comments

"We've been very impressed with Hi-Tech's knowledge of the healthcare industry... the software support has been phenomenal and very accommodating to our requests for changes and add-ins. The customer service is outstanding."

Outcome

HTS took great care to make this conversion a seamless transition. Our efforts resulted in a highly successful installation and fulfilled our Mission Statement:

Our Mission

By dedicating ourselves to delivering comprehensive, integrated software solutions designed specifically for providers of long term care, we assist our clients in achieving the following:

- *Completing documentation of resident care quickly and easily*
- *Billing, collecting and recording accurate reimbursement for resident care*
- *Avoiding duplication of effort through integration of information*
- *Reducing staff time spent on regulatory issues*
- *Spending more time with our elders to improve their quality of life*



Hi-Tech Software Solutions

www.hi-techsoftware.com

Lynne@Hi-TechSoftware.com

(207) 474-7122

Minimum Requirements for Windows Installation

The hardware requirements listed below will provide satisfactory processing speed in the HTS programs. Newer equipment will provide better, faster results.

Hardware/Software

Workstations

- ☐ Windows 2000, XP or Vista
- ☐ Laser Printer (*not* a DeskJet/InkJet/BubbleJet)
- ☐ Tape Backup or other removable media
- ☐ Phone located near workstations (for support purposes)

File Server (for networked environments)

- ☐ 1 GB free disk space or more
- ☐ If using a dedicated file server (not used as a workstation), any Windows-based network or LINUX
- ☐ For a dedicated file server, you must map a drive letter exclusively to Hi-Tech

Other

- ☐ Internet access and email capability. (high speed access recommended)
- ☐ Modem and phone line access on billing system, if applicable
- ☐ Email contact(s) for correspondence

